# GOVERNMENT OF INDIA
# HEALTH AND FAMILY WELFARE
# LOK SABHA

UNSTARRED QUESTION NO:526
ANSWERED ON:27.07.2005
BETTER INFRASTRUCTURE IN GOVERNMENT HOPSPITALS
Jha Shri Raghunath

**Will the Minister of HEALTH AND FAMILY WELFARE be pleased to state:**

(a) whether Government is aware that the Government employees and pensioners are facing difficulties in getting operated or undergoing tests specially in Cardio Department of the Safdarjung Hospital;

(b) if so, the reasons therefor;

(c) the steps taken by the Government to make patient friendly procedures in Government Hospitals like Safdarjung;

(d) the details of the number of the reimbursement claims of the employees /pensioners pending with DGHS in regard to the above, since when pending and the reasons for the delay in clearing such claims ; and

(e) the steps taken or proposed to be taken by the Government for providing better infrastructure and cleanliness in Government Hospitals ?

## Answer

THE MINISTER OF STATE IN THE MINISTRY OF HEALTH & FAMILY WELFARE( SMT. PANABAKA LAKSHMI)

(a)to (e): No difficulties being faced by the Government employees and pensioners for availing the facilities like investigation/treatment particularly in Cardiology department of the Safdarjung Hospital have come to the notice of the Government. Patients` friendly facilities like computerization of registration services, better hygienic environment, display of patients related information, citizen charter and proper sitting arrangement for the patients are undertaken in the Central Government hospitals. Reimbursement of medical claim for serving employee has been delegated to concerned departments where they are working. The re-imbursement of medical claim for the pensioners are handled in the offices of the concerned Zonal /Regional Addl. Director of CGHS and the same are processed on priority. Providing better infrastructure in the Central Government hospitals is an ongoing process depending upon availability of resources and requirements of the hospital. Besides, the existing set up in the hospitals for maintaining cleanliness, contract services have also been given to Sulabh International for maintaining cleanliness.